

The ISSSP Profiler FAQs

Q: Which competencies are assessed by the Profiler?

A: Ten industry-weighted competencies are assessed. The top six are core organizational Lean Six Sigma (LSS) practitioner *roles*. The bottom four items are supplemental *skills*. They are:

	<u>Competency</u>	<u>Weight</u>
1.	Coach and Mentor	13.6%
2.	Methodology Expert	12.3%
3.	Change Agent	12.0%
4.	Instructor	11.9%
5.	Project Manager	11.2%
6.	Leader	10.6%
7.	Financial Skills	7.5%
8.	Lean Skills	7.1%
9.	DFSS Skills	7.0%
10.	Deployment Skills	6.8%

Q: How does the Profiler scoring work?

A: One thousand points can be earned and are consistent with the above weightings (i.e., 136 possible points for Coach and Mentor, 123 possible points for Methodology Expert, etc.).

Q: How many competencies should applicants complete and how quickly?

A: Applicants should complete all ten at a pace of one to two per week (allocating approximately two hours for each). We suggest you work through them in the order they are weighted. You are welcome to work ahead of this pace but do your best not to fall behind.

Q: What are the sections comprising each competency’s assessment?

A: Each competency is partitioned into four sections: Training (T), Knowledge (K), Experience (E), and Supporting Documentation (SD) as shown below.

<u>Competency</u>	<u>Completed</u>	<u>Action</u>
1. Coach and Mentor (136 of 1000 possible points)	4 of 23	Continue
<u>Section</u>	<u>Completed</u>	<u>Action</u>
Training	4 of 4	Raw Score
Knowledge	0 of 12	Begin
Experience	0 of 6	Begin
Supporting Documentation	0 of 1	Begin

Sections should be completed in order (allocating approximately 30 minutes for each). The system will calculate a cumulative “raw score” at the end of each section. A “final score” will be provided after all supporting documentation has been submitted and reviewed by an assessor. See Appendix A for more information on the product’s structure.

Q: Is there preparation to be done ahead of time?

A: The Profiler assessment is analogous to a medical checkup. It is not intended to serve as a test one can study for ahead of time. Instead our goal is to provide a private and realistic assessment and benchmarking tool of your actual training, knowledge, and experience across these ten competencies. In that spirit, you should not spend time studying for the Profiler. You should instead spend time pulling together relevant supporting documentation (SDs) as specified in Appendix D. With SDs in hand, each assessment should take between 60 and 90 minutes to complete.

After reviewing Appendix D applicants should:

- Gather, organize, and/or scan necessary documents of evidence of training/education completed throughout the academic and professional career (i.e, training completion certificates, certifications, accreditations, etc.).
- Gather, organize, and/or scan training/education personally delivered.
- Compile a list of references (name, title, phone, email) of business colleagues who may be able to confirm your experience credentials.
- Compile basic proof of projects completed.
- Identify 360-evaluators (name, title, phone, email) of business colleagues willing to complete a brief survey regarding their observation of you in one of the following roles (Coach, Mentor, Change Agent, Instructor, and/or Leader), to include subordinates, peers, and supervisor levels.
- Aggregate, some books or manuals pertaining to each competency. (Do not procure or borrow anything that you do not already own and/or have readily available.)

Q: Are the experience sections related only to LSS experience?

A: Some of the experience sections are strictly LSS related, others are mostly not and yet others are a mix. For example, the experience portion of the Methodology Expert and Lean sections almost exclusively pertain to LSS. The Project Manager, Leader, and Financial Skills experience sections are mostly non-LSS related. The Coach and Mentor and Change Agent sections are a mix.

Q: Will report results be confidential?

A: All final report results will be sent only to the applicant unless your company arranges for something different. For those who participate in the Profiler through an ISSSP corporate/affiliate member organization, scores will be released in a coded or aggregate form. Thus, the responsibility to decode one's identity on a group analysis resides with the applicant. ISSSP and its representatives promise to respect all tenets of confidentiality and anonymity unless authorization is obtained in advance.

Q: Can applicants obtain help from others? Can applicants share the content of the Profiler with others?

A: Taking help from others at any time is strictly prohibited. Providing others with any information regarding the content of the Profiler is also strictly prohibited.

Q: Will there be a chance to discuss items with the assessor?

A: The last part of the assessment may require the ISSSP assessor to interview you. After all submitted material has been reviewed the assessor may schedule a phone conference to clarify any items. Additionally you may initiate contact with your assessor at any time.

Q: When and how are results communicated?

A: After all ten competencies are completed and supporting documents reviewed, a comprehensive report and corresponding certification level will be compiled and approved by the ISSSP Profiler Board. Upon concurrence, ISSSP will deliver results to each applicant individually. The following table summarizes the possible achievable Profiler outcomes.

Certification	Belt Designation	Points
Level 1	Bronze GB	0-100
Level 2	Silver GB	100-175
Level 3	Gold GB	175-250
Level 4	Bronze BB	250-325
Level 5	Silver BB	325-400
Level 6	Gold BB	400-475
Level 7	Bronze MBB	475-550
Level 8	Silver MBB	550-650
Level 9	Gold MBB	650-850
Level 10	Platinum MBB	850-1000

The final Profiler report will show clear strengths and gaps as well as specific recommendations for improvement. In this way, the product serves as a professional growth and career development tool.

Q: How does the ISSSP Profiler compare to other certifications?

A: The ISSSP Profiler is intended to serve a select group of professionals. This tool is designed to help individual BBs and MBBs quantifiably understand, competency by competency, where they stand relative to their peer group. We provide the only living, breathing, comprehensive benchmarking tool for industry practitioners. The goal is to provide you the hands-on real data that you can use to move yourself toward higher levels of achievement over time. In depth recommendations are provided for those seeking to improve their performance.

- A) **DIFFERENTIATION IN BODY OF KNOWLEDGE:** Most certification exams focus an overwhelming majority of questions on one specific body of knowledge (e.g., Six Sigma Tools or Lean Tools or Project Management Tools). The ISSSP Profiler contains not one, but ten competencies as defined by our industry.
- B) **DIFFERENTIATION IN TEST CONTENT:** Most certification exams measure only your level of “knowledge” in one particular competency. The Profiler measures your levels of “knowledge” (worth 43%), your levels of “training” (worth 15%), and your levels of “experience” (worth 42%) in each of the ten areas.
- C) **DIFFERENTIATION IN CERTIFICATION OBJECTIVITY:** Most certification exams force an individual to come to their training programs, read their proprietary preparatory materials, and then pass their certification exam. ISSSP does not offer training programs or proprietary materials. Additionally we discourage preparation ahead of time. We provide you a true and objective gage of your abilities. Thus you should come as you are.
- D) **DIFFERENTIATION IN SCORING AND OUTPUT:** Most certification companies send along a pass/fail letter of acknowledgment. The Profiler does not. Our product is not a rubber stamp. Upon completing the Profiler, we provide each applicant an 18-page comprehensive analysis. This includes statistics and narrative on both population and individual performance. We are a true objective assessment and benchmarking tool. You will see your strengths and gaps within each competency against two standards: first, the population of profiled professionals in our database, and second, our objective ten-level scale.

Q: Is there a Body of Knowledge for the Six Sigma Profiler?

A: In the spirit of providing a true and accurate assessment of one’s desired LSS skills, we had been reluctant to release a body of knowledge. Again, our goal is not to provide a test that one can study for. For individuals seeking to upgrade their knowledge of fundamental concepts either before or after taking the Profiler, a body of knowledge reading reference list is in Appendix E.

Q: If I am already certified, why would I need this?

A: Although the ISSSP Profiler is inclusive of a certification, its primary purpose is to assist practitioners with highly customized career development planning. Our data-driven Profile and Scorecard provide the perfect gage of true ability. Together, they deliver the ideal professional development roadmap. Secondly, the Profiler is the only instrument that allows you to benchmark yourself against peer groups in each competency. Lastly, not all company or provider sponsored certification are on par or objective. So even if you hold another Lean or Six Sigma certification, this is the only objective level standard available today.

Q: Does my ISSSP Profiler certification replace my existing (company and/or provider sponsored) certification?

A: Absolutely not. The Profiler can but is not necessarily a replacement for a company specific certification. Instead we provide a level measurement and comprehensive gage. This allows practitioners to assess and benchmark themselves objectively before and/or after completing any LSS program.

Q: How many points is the supporting documents worth?

A: The supporting documents themselves are not worth any points. They are used to verify points earned in the training and experience sections. Applicants should spend significantly less time on preparing SDs where little training or experience has been had as these contribute less points to your overall score. More time should be spent on SDs where applicants have significant training and experience qualifications as these contribute larger point values and are more likely to be scrutinized.

Q: What if some supporting documentation is difficult or impossible to obtain?

A: In the event an applicant is not able to find, collect, or obtain some supporting documentation, each SD form provides an open entry field for describing special circumstances/commentary. Simply provide substantiating narrative to validate your *training* or *experience* claim. Should this not suffice, an assessor will contact you directly to discuss any missing elements.

Q: How long will it take to complete the Profiler?

A: Each training, knowledge, and experience section should take approximately 30 minutes. However, the time required to supply supporting documents varies greatly depending on the amount required and the speed at which it can be obtained. Should these documents (a comprehensive list is provided before starting the Profiler) be readily available, applicants can budget 30 minutes for each SD section.

Q: What is the purpose of the 360-type of evaluations?

A: The purpose of these evaluations is to add a live third party assessment component to your experiential score. The community of leaders surveyed felt external opinion data was crucial in assessing a practitioner's capabilities in these roles: Coach, Mentor, Change Agent, Instructor, and Leader.

Q: Why does the Profiler assessment include skills that are not necessarily core or relevant to Lean Six Sigma?

A: Competencies (e.g., Financial, Deployment, and DFSS) have all been ranked as highly important supplemental areas of expertise for LSS practitioners. Proficiency in these areas allows extraordinary individuals to differentiate themselves. Additionally, as a population of practitioners, many of us are weak in these key areas. The Profiler will report gaps in training, knowledge, or experience in an effort to facilitate one's professional development.

Q: Who developed the content and questionnaires?

A: ISSSP hand picked ten unbiased unaffiliated long-time competency experts. We worked hand-in-hand with these experts to develop each assessment. We do offer a listing by name of these contributors upon request.

Q: How will confidential information provided in the supporting documentation be treated?

A: We have instituted a Profiler Privacy Policy: Any and all of the supporting documentation provided by a Profiler applicant will only be utilized to verify training and/or work experience. Any names of references and evaluators supplied will NOT be added to ISSSP's database of professionals, nor will they be solicited for any purposes other than to verify information provided or make a 360-type of evaluation.

Q: Who is the target user of the Profiler?

A: The product was designed to assist primarily BBs and MBBs by providing a customized professional development roadmap. Key market segments include beginner, intermediate, and advanced level black belts and master black belts.

Q: What's in it for the deployment leader?

A: Deployment leaders can use the Profiler to screen potential LSS new hires. DLs can also obtain a side-by-side company specific inventory report of their cadre of practitioners. One can understand not only how each individual stacks up within the group, but also how your group stacks up to other company groups. Lastly, the Profiler is the perfect employee retention tool as it allows for meaningful data-driven discussions about matching the right responsibilities to the right practitioners with the right skills.

Q: What if my organizational role or title doesn't match my resulting Profiler belt designation?

A: Your resulting ISSSP Profiler belt designation may or may not match your organizational role or company title. This can be a most challenging and sensitive matter. We are not a substitute or replacement for your existing role/title. We are simply an objective standard based on what we feel is representative of industry norms. Some particularly strong company-called BBs may come out designated as ISSSP Bronze level MBBs. Similarly, some company-called MBBs may come out designated as ISSSP Gold level BBs.

Q: What product feedback can applicants contribute?

A: After you complete each question, section, or competency a break is provided. This is intentional so that you may take a brief note regarding a thought, suggestion, or product improvement idea. (Did you notice a grammatical or spelling error? Was the item clear? Was it relevant? Did you have enough time?) Your candid feedback, both positive and negative is greatly appreciated.

Q: Can breaks be taken in-between questions, sections or competencies?

A: It is not recommended that extensive (> 2 minutes) breaks be taken between questions during a particular section. Each section should be completed without interruption. The system does timeout after a certain duration of inactivity and your answers may be lost. Extensive breaks should be taken as desired between sections or competencies.

Q: How will I know what my scores are per section and per competency?

A: This detailed information is provided in a refined format in the final report delivered upon completion of the Profiler. Raw, or preliminary, scores for each competency are cumulatively tallied as sections are completed and displayed to the user. (Please note these scores are exclusive of point adjustments coming from 360 evaluations and supporting documents until your assessor inputs them manually into the system.).

Q: Is the system available 24/7?

A: For the most part, the system is available 24/7. Exceptions occur during server maintenance sessions and occasional rare outages. In the event of a planned outage, we will attempt to proactively inform active users in advance.